## Claims

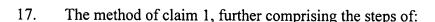
- 1. A computerized method for determining customer service impact, comprising:
- (a) receiving item orders having a requested completion date;
- (b) scheduling a scheduled completion date for each item order;
- (c) selecting at least one item order, each item order having a scheduled completion date;
- (d) comparing the scheduled completion date with the requested completion date for each selected item order; and
- (e) deriving a customer service measurement for each selected item order based on the comparing step, the customer service measurement comprising a measurement of at least one of time and money.
- 2. The method of claim 1 wherein step (e) further comprises:
- (e) deriving a customer service measurement for each item order based on the comparing step, the customer service measurement comprising the time difference between the requested completion date and a scheduled completion date.
- 3. The method of claim 2 wherein the time difference is measured in one or more of years, weeks, days, hours, minutes, and seconds.
- 4. The method of claim 1 wherein the step (e) comprises:
- (e) deriving a customer service measurement for each item order based on the comparing step, the customer service measurement comprising the value of the item order.
- 5. The method of claim 1 wherein the step (e) comprises:

- (e) deriving a customer service measurement for each item order based on the comparing step, the customer service measurement comprising the amount of time difference between the requested completion date and a scheduled completion date multiplied by the value of the item order.
- 6. The method of claim 1 wherein the step (e) comprises:
- (e) deriving a customer service measurement for each item order based on the comparing step, the customer service measurement comprising the amount of time difference between the requested completion date and a scheduled completion date multiplied by the value of the item order and multiplied by a predetermined interest rate.
- 7. The method of claim 1, further comprising the step of:
- (f) determining an overall customer service measurement based on the customer service measurement for each item order.
- 8. The method of claim 7 further comprising the step of:
- (g) reporting the overall customer service measurement as the overall customer service measurement for that scheduling operation.
- 9. The method of claim 7 further comprising the step of:
- (g) displaying the customer service measurement on a calendar showing the total customer service measurement for a predetermined time period.
- 10. The method of claim 7, further comprising the step of repeating steps (b) through (g) for different schedules to determine the customer service impact of schedule changes.

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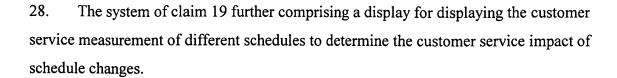


- (f) determining an customer service measurement for a first customer based on the customer service measurement for each item order from the first customer.
- 12. The method of claim 11 further comprising the step of:
- (g) displaying the customer service measurement on a calendar showing the total customer service measurement for a predetermined time period.
- 13. The method of claim 11, further comprising the step of repeating steps (b) through (f) for different schedules to determine the customer service impact of schedule changes.
- 14. The method of claim 1 wherein step (d) further comprises:
  - (i) generating a demand array of item orders;
  - (ii) generating a supply array of manufacturing inventory;
  - (iii) selecting an item order in the demand array;
- (iv) matching manufacturing inventory in the supply array with the selected item order;
- (v) comparing the scheduled completion date of an item in the supply array with the requested completion date for the matched item in the demand array.
- 15. The method of claim 14 wherein step (i) comprises generating a demand array of unshipped customer line items.
- 16. The method of claim 14 wherein step (ii) comprises generating a supply array of at least one of inventory work orders and manufactured inventory.



- (f) identifying a subset of work orders having a customer service measurement greater than a predetermined threshold;
- (g) performing at least one of a utilization, contention, and material constraint inquiry on the subset of work orders.
- 18. The method of claim 32, further comprising the step of:
- (h) identifying as a potential bottleneck a material or resource having the greatest result in the at least one of a utilization, contention, and material constraint inquiry.
- 19. A system for determining customer service impact, comprising:
- (a) a receiver for receiving item orders having a requested completion date;
- (b) a scheduler for scheduling a scheduled completion date for each item order;
- (c) a selector for selecting at least one item order, each item order having a scheduled completion date;
- (d) a comparitor for comparing the scheduled completion date with the requested completion date for the selected item orders; and
- (e) a measurement subsystem for deriving a customer service measurement, the customer service measurement comprising at least one of time and money, for each selected item order based on the comparison.
- 20. The system of claim 19 wherein the customer service measurement comprises the time difference between the requested completion date and a scheduled completion date.
- 21. The system of claim 20 wherein the time difference is measured in one or more of years, weeks, days, hours, minutes, and seconds.

- 22. The system of claim 19 wherein the customer service measurement comprises the value of the item order.
- 23. The system of claim 19 wherein the customer service measurement comprises the amount of time difference between the requested completion date and a scheduled completion date multiplied by the value of the item order.
- 24. The system of claim 19 wherein the customer service measurement comprises the amount of time difference between the requested completion date and a scheduled completion date multiplied by the value of the item order and multiplied by a predetermined interest rate.
- 25. The system of claim 19, further comprising a summer for determining an overall customer service measurement based on the customer service measurement for each item order.
- 26. The system of claim 19 further comprising a display for reporting the overall customer service measurement as the overall customer service measurement for that scheduling operation.
- 27. The system of claim 19 further comprising a display for displaying the customer service measurement on a calendar showing the total customer service measurement for a predetermined time period.



- 29. The system of claim 19, further comprising a display for displaying a customer service measurement for a first customer based on the customer service measurement for each item order from the first customer.
- 30. The system of claim 19 further comprising a display for displaying the customer service measurement on a calendar showing the total customer service measurement for a predetermined time period.
- 31. The system of claim 19 wherein the comparitor further comprises:
  - (i) a first generator for generating a demand array of item orders;
  - (ii) a second generator generating a supply array of manufacturing inventory;
  - (iii) a selector for selecting an item order in the demand array;
- (iv) a matching subsystem for matching manufacturing inventory in the supply array with the selected item order;
- (v) a comparitor for comparing the scheduled completion date of an item in the supply array with the requested completion date for the matched item in the demand array.
- 32. The system of claim 31 wherein the first generator generates a demand array of unshipped customer line items.

33. The system of claim 31 wherein the second generator generates a supply array of at least one of inventory work orders and manufactured inventory.

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